

IM Training Announcement

(Revised 05-05-06)



ACCESS “4.0”: Apply For Benefits and CWW “2.0”: Mail-In Application Process and Data Entry Pages

As previously announced in Operations Memo 06-15 and in follow up WisLine Web events in April, training for this initiative will be provided via the DWD/DHFS Learning Center beginning May 8, 2006. The training course will be available starting at 8 a.m. that date.

PURPOSE OF THE COURSE

The purpose of this course is to provide information to IM workers about changes in processes for mail-in applications, and to introduce the ACCESS online application process. This includes changes in the CARES Worker Web (CWW) for staff whose jobs include client registration and/or application entry/eligibility tasks for Medicaid and/or FoodShare.

The training course is assigned to all workers whose profile data in the DWD/DHFS Learning Center indicates they work with IM programs. If your Learning Center profile does not list IM programs, you will not be assigned this training. To update your profile so the curriculum will be assigned to you, complete and submit the Registration Profile form found on the DWD/DHFS Learning Center home page under “Registration Profiles”. All workers in IM programs will be assigned the same curriculum.

COURSE AVAILABILITY

Although staff are encouraged to complete the training prior to the production implementation date of June 3, it is expected that this course will remain available until the end of the year. Agencies will be notified prior to this course being taken off line.

DISTANCE LEARNING TOOLS

This is a self-study, distance learning course. Several different tools are used to offer this training course – they include Adobe Acrobat (PDFs), Breeze (presentations), and hands on practice activities in the CWW training environment. Agencies should ensure that workers have the latest updates of the Adobe Acrobat software, and that staff understand that they should log on to

the CWW training environment using their WAMS and CWW IDs to do each appropriate training activity.

ACCESSING THE TRAINING MATERIALS

To access the training materials:

1. Go to the Learning Center at <http://www.uwosh.edu/ccdet/wss/>
2. Click the **My Worker Web Training** icon to access your list of curriculum.
3. When prompted, sign on to the Learning Center with your ID.
4. Choose the curriculum entitled **CWW 2.0/ACCESS 4.0 Apply for Benefits**.
5. Click the Course Code link: **CWW20CBT**.
6. Click the Course Content tab. Under the **Instructions – Start Here** heading, click the **Start the Course** link.
7. Click on the **View Document** link. When the Instructions open, print and read them completely before proceeding to other portions of the training.
8. Please click the "Complete" button after you have viewed the Instructions Document and you will be returned to the Course Content list.

TRAINING REQUIREMENTS AND COURSE CREDIT

This training *course* is considered mandatory for workers who perform functions related to ACCESS and/or mail-in applications.

Each agency must determine which specific *components* within the course that each worker needs to take.

Depending on which components an individual needs to take, this course will take up to 6 hours to complete. Everyone who completes this training will be give 6 hours of professional development credit for required training. Because of the various business models possible, the definition of course “completion” is determined at the agency level.

COURSE COMPONENTS AND AGENCY DECISIONS

The components for this training are:

Course Instructions	Required for everyone
Introduction to CWW 2.0/ACCESS 4.0	Required to be viewed by everyone
ACCESS 4.0 Apply for Benefits – Customer View	Required to be viewed by everyone
Everyone must take one of the two Inbox components.	
Inbox Processing	Intended for anyone who will assign applications from the inbox to other workers, or anyone who will use the inbox to assign applications to his or herself.
Inbox Viewing	Intended for anyone who process applications already assigned to them.
Everyone must take one of the two ACCESS components.	
Client Registration for ACCESS	Intended for anyone who will review the client registration pages that contain information from the ACCESS application.
Processing ACCESS Online Applications	Intended for workers who will be reviewing ACCESS applications and determining eligibility after processing ACCESS applications.
Take the appropriate Mail-in component(s) if your agency will be using the new mail-in application process.	
Client Registration for Mail-in Applications	Intended for staff who will be entering data from the mail-in page one (Registration form).
Mail-in Data Entry Pages	Intended for staff who will be entering data from the mail-in page one (Registration form).
Processing Mail-in Applications	Intended for workers who will review data entered from a mailed-in application and process the data in CWW.

There are also review questions, and a course evaluation. The review questions are formatted to indicate who the question is appropriate for. The instructions at the beginning of the Review Questions component will explain how to identify who the question is appropriate for.

As mentioned in Operations Memo 06-15, “Planning for ACCESS Apply for Benefits and CWW Mail in Data Entry Pages”, each local agency needs to make some key process decisions in order to respond effectively to ACCESS and mail

in applications. This includes specific staff roles and responsibilities in each of these processes. Once these decisions have been made, agencies should inform staff as to which components they are required to take, based on their specific interaction with the ACCESS and mail-in processes.

The Course Instructions for this training include a detailed explanation of the types of job functions that would take each component, as well as a worksheet that can be used to create a training plan. If you need assistance in determining which components a worker should take, contact the IM Training Call Center.

CONTACT INFORMATION

If you have questions regarding the course materials, or anything else regarding this training course, contact the IM Training Call Center at 608-261-6378 and press option 2, or by email at imtraining@dhfs.state.wi.us.

The IM Training Call Center is open from 8:00 a.m. – 4:00 p.m. Monday through Friday.